



Process Management





T.E.A.M.

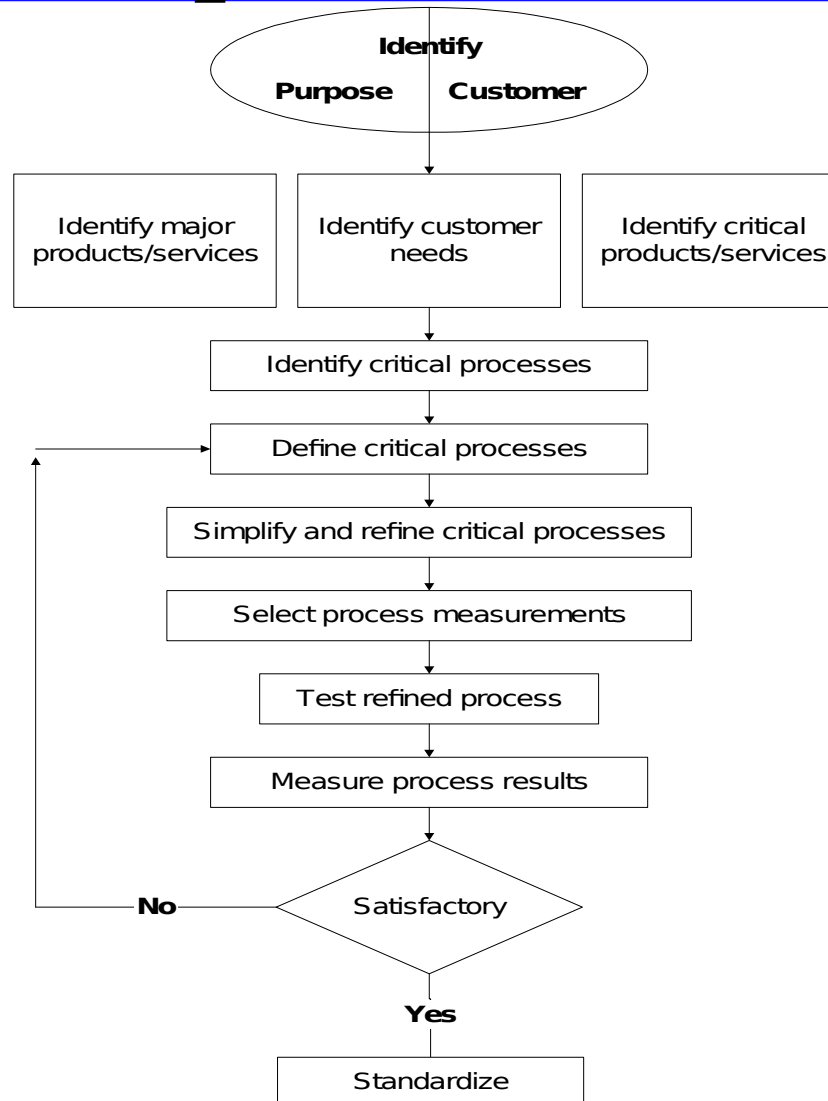
- Together
- Everyone
- Achieves
- More



Effective Teamwork

- Synergy
- Leadership
- Process Facilitation
- Clear Ground Rules
- Scientific Approach
- Open Communication
- Balanced Participation
- Task Clarity

Method for Process Improvement





Identify Your Purpose

Characteristics of an effective Analysis Directive

- Identifies systems/processes selected for improvement
- Should have a significant impact on the organization's long term objectives
- Sets boundaries and limitations
- Provides a clear idea of where to begin
- Defines the limits of authority
- Should identify team membership



Identify Customers

- You can't determine the needs of the customer if you don't know who they are!
- Review the customer demands for the cross-functional process
- Review data files. Consider incoming and outgoing correspondence, mission statements
- Brainstorm with process owner to create a list of internal and external customers
- Consider the ongoing Logistics Modernization (LM) initiatives, and how they relate



Identify Major Products & Services

- Identify the LM primary initiatives and the major products and services provided to meet those responsibilities
- Identify customer and their needs
- Align customers' needs with the initiatives of the LM
- Develop a prioritized list of major products and services



Identify Customer Needs

- Meet with the customer
- Review documents to determine previous customer demands
- Survey customers
- Conduct telephone/email interviews with customers
- Facilitate meetings
- Observe customers using your product or service



Identify Critical products/services

- What are “Critical” Processes?

The vital few processes, which, if executed well, will result in the achievement of the LM purpose and satisfy customers' needs.



Define and Refine Critical Processes

- PROCESS REFINEMENT VERSUS PROCESS IMPROVEMENT
- Refinement- Eliminating obvious non-value added steps discovered by reviewing the process flow chart.
- Formal Improvement- A determination that the process is not capable of meeting the customers' needs is made after analyzing process measurement data.



Select process measurements

- What can I measure to tell me if the process is meeting the customers' needs?
- Develop a listing of possible measures
- Ask the following questions:
 - Are there existing measures to reflect what the customers want?
 - Do they shed light on the critical activities of the process?



Test refined process

- Time for your Nike' shirt "Just Do It"! While planning is important and necessary, the time must come to start. Experience is a good instructor and only through doing it we will learn how to do it better.



Measure process results

- Compare results of measurement to the customers' needs.
- Did performance meet needed goals?
- The answer leads directly into the next key question to be answered, "If yes, how do we hold to that performance?"



Satisfactory

- Yes- The customer needs were met, proceed and standardize.
- No- The customer needs were not met, go back to defining critical processes. Hold on to the gains, these processes must still be monitored to prevent backsliding, new complexities and ensuring the customers' needs are continually being met.



Standardize

- Benefits of Standardization
 - Builds trust
 - Provides reliable data
 - Required to change the system
- Maintenance and Standardization(discipline)
 - Standardization: An important pillar of process improvement
 - The starting point in any improvement is to know exactly where one starts